

CITY OF BEAVERTON

Benefits Representative

General Summary

Process and maintain all employee personnel and benefits records. Process and maintain information related to employee benefits, workers compensation, property and liability programs. Coordinate benefits programs with Risk Manager, carriers and providers.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Explain benefit programs to employees. Process benefit forms. Provide benefit orientation to new employees. Assist employees in resolving questions about benefits and coverage. Ensure accurate information is prepared by insurance carriers for distribution to employees.
2. Review proposals, contracts and policies from insurance carriers and administrative service providers in benefits and insurance programs.
3. Process workers compensation, property and liability claims. Set up and maintain related files. Prepare correspondence to providers and employees. Administer light duty program.
4. Arrange and schedule safety training for employees. Track employee attendance and training requirements. Compile agenda packets for Safety Committee meetings. Determine claim information to be included in packets. Prepare minutes.
5. Process and maintain all employee personnel records. Ensure personnel files and medical records files are appropriately maintained.
6. Administer and track Family Medical Leave and Oregon Family Leave (FMLA/OFLA).
7. Provide updates to supervisors on performance review schedule. Provide training to supervisors and employees on completing the evaluation form.
8. Maintain card lock security system. Process and distribute card lock keys.
9. Develop information for use in labor negotiations. Complete a variety of compensation and benefits surveys. Provide basic information to employees and supervisors on labor relations processes and non interpretative labor contract issues. Respond to inquiries and provide basic interpretation regarding human resources policies and procedures.
10. Provide a variety of support for human resources functions. Maintain manuals. Assist with job application counter and answering telephones.

11. Serve as a member of the Human Resources Department team. May evaluate performance and program effectiveness and recommend action for improvement as necessary.
12. Participate in department operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation.
13. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.
14. Serve as a model for accomplishing City's vision and goals. Model and promote an environment that supports the highest quality results. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
15. Represent the Human Resources Department to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
16. Produce an acceptable quantity and quality of work that is completed within established timelines.
17. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
18. Participate in the City Emergency management program including classes, training sessions and emergency events.
19. Follow standards as outlined in the Employee Handbook.
20. Support and respect diversity in the workplace.

Other Functions

1. Provide back up to other staff as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of practices and principles of personnel recordkeeping and employee benefits.
- ◆ Working knowledge of the terminology of insurance and employee benefit programs.
- ◆ Advanced knowledge of the laws and regulations governing provision of employee benefits.
- ◆ Advanced knowledge of English grammar, spelling and usage.
- ◆ Basic knowledge of general bookkeeping/accounting.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of human resources management practices.

- ◆ Advanced knowledge of basic arithmetic principles.

Skills/Abilities Required

- ◆ Skill in conceptual analysis and policy/program development and implementation.
- ◆ Ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word processing, database, spreadsheet programs or other application software as required for position.
- ◆ Strong ability to use general office equipment.

Minimum Qualifications Required for Entry

Bachelor's degree in Human Resources, business/public administration and 2 years experience in administering employee benefits or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; regular dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

Classification History

As of 10/97: Human Resources Representative

Revised: 1/98

New class specification title 1/98: Benefits Representative

Revised: February 2001

Revised: 11/04

Revised: 1/1/09

Status: M3

FLSA: Non-Exempt

Human Resources Signature

Date